



QUALITY POLICY AND PROCEDURES

**John von Neumann University
Doctoral School of Management and Business Administration**

EFFECTIVE DATE: 22 September 2022.

Introduction

The Council of the Doctoral School of Management and Business Administration of the John von Neumann University (JNU-DSMBA), bearing in mind the importance of quality management in the effective operation of the university, places great emphasis on the establishment, operation and continuous improvement of the quality management system in the field of doctoral education. In developing this system, the quality management system of the JNU-DSMBA is based on the provisions of Act CCIV of 2011 on National Higher Education and Government Decree 387/2012 (XII. 19.) on doctoral schools, the order of doctoral procedures and habilitation.

It follows the requirements of the Hungarian Accreditation Committee for Higher Education on the accreditation procedures for doctoral schools, the principles of modern quality assurance, especially the European Standards and Guidelines for Quality Assurance in Higher Education (ESG 2015) based on the PDCA¹ principle, developed by the ministers of the European Higher Education Area in coordination with ENQA (European Association for Quality Assurance in Higher Education)

The Quality Assurance Plan of the JNU-DSMBA aims to ensure that the quality of the doctoral school is stable and of a high standard, guaranteeing the principles, methods and tools that provide the necessary assurance that the performance of doctoral students and doctoral candidates reaches the scientific standards of those who have obtained degrees in leading international workshops in the relevant discipline.

The JNU-DSMBA considers it important to train a new generation of management trainers and management researchers in the field of management and business administration sciences, and to prepare them to solve the tasks and problems of the knowledge society with outstanding quality, thus contributing to new scientific results and the development of scientific fields. The quality assurance principles of the JNU-DSMBA are also in line with the quality assurance expectations of the Institutional Development Plan of the John von Neumann University.

1. General quality assurance criteria

The JNU-DSMBA ensures the fulfilment, monitoring and continuous improvement of the quality assurance criteria of the activities of the Doctoral School, taking into account the quality assurance standards of the Institutional Development Plan of the John von Neumann University. The flowchart of the training and quality assurance activities of the JNU-DSMBA is presented in Annex 1.

The operational quality assurance activities of the JNU-DSMBA are organised, coordinated and supervised by the Secretary of the Doctoral School, who, together with the heads of the discipline, is responsible for communicating the quality assurance plan to all internal and external stakeholders, setting annual quality objectives, monitoring the achievement of the quality objectives, and ensuring the feedback of the assessment results into the operational processes for continuous improvement. The head of the JNU-DSMBA reports annually to the UDHC (University Doctoral and Habilitation Council) on the functioning of the quality system of the doctoral school, the implementation of the quality policy and quality objectives, and the results of the improvements

The quality assurance of the doctoral school covers two main areas. On the one hand, it monitors the doctoral school's training on an ongoing basis, and on the other hand, it monitors the fulfilment of quality assurance expectations related to the doctoral degree awarding process, following and complying with the ESG 2015 guidelines as follows.

¹ PDCA: Plan-Do-Check-Action

1.1. Quality assurance policy

The JNU-DSMBA ensures that it has a public quality policy (Annex 2), entitled "Quality Assurance Policy", which involves both internal stakeholders (students, teachers and non-teaching staff) and external stakeholders (users, employers, partners) in its development and implementation. The quality policy reflects the close link between research and learning and teaching. The quality policy is part of the institutional quality culture, has formal status and is a publicly accessible document

The quality assurance plan of the JNU-DSMBA is prepared by the Doctoral School Council (DSC) and submitted to the UDHC for its opinion, and after approval, it is submitted to the Senate for approval. The Quality Assurance Plan shall be made available by the JNU-DSMBA to all interested parties on its website and in the usual ways and places in the institution.

1.2. A Design and approval, continuous monitoring and regular evaluation of training programmes

The JNU-DSMBA has well-established and applied processes for the design and approval of its training programmes. The primary objective in designing training programmes is to ensure that PhD students are capable of carrying out high-quality scientific work. To this end, they acquire the ability to design and conduct primary and secondary research and to analyse and synthesise the literature. They are also expected to acquire and use scientific methodology and its application in their research work. These skills and competences must be demonstrated by the preparation and defence of the doctoral thesis. To assist in the acquisition of these skills, the annually revised curriculum and subject descriptions set out in the JNU-DSMBA Training Plan clearly state the expected learning outcomes. The development and annual review of the curriculum takes into account the opinions and feedback not only of the teaching staff but also of external stakeholders (labour market actors, research institutes, partner institutions, etc.). Student feedback will be collected and processed by the JNU-DSMBA in a planned way - through questionnaire surveys (Annexes 3 and 4).

A primary consideration in the development of the curriculum is to ensure that the course offerings are designed to ensure the smooth progression of students and that the expected student load is clearly expressed in credits. The Training Plan is approved by the Council of the Doctoral School. The Training Plan is published on the JNU-DSMBA website. Research topics are also closely linked to the fulfilment of the PhD activity and are announced by the JNU-DSMBA according to a standardised procedure. They are announced in January each year. Information on the development and approval, continuous monitoring and regular evaluation of the JNU-DSMBA training programme and research topics is provided in Annex 1.

1.3. Student-centred learning, teaching and assessment

The design and delivery of JNU-DSMBA's training programmes focus on the conditions for implementing student-centred learning, teaching and assessment. In doing so, the JNU-DSMBA takes into account the diverse needs and requirements of students. It provides them with flexible learning pathways to encourage them to undertake independent work towards individual research. It encourages autonomous learner self-awareness, while ensuring appropriate tutorial guidance and support. Uses a variety of teaching methods wherever possible, is flexible in the use of multiple pedagogies and regularly evaluates and refines them. Has appropriate procedures for dealing with student complaints and strives to develop a student-centered timetable. With regard to the assessment of studies, the JNU-DSMBA ensures that teachers use a variety of examination methods wherever possible. The evaluation criteria and methods will be made public in advance. The assessment should objectively reflect the extent to which the student has mastered the tasks set.

The JNU-DSMBA shall, as far as possible, endeavour to have more than one examiner conducting the assessment; to apply the assessment consistently and fairly to each student in accordance with the pre-set procedure and to provide the student with an opportunity to appeal.

1.4. Admission, progression, recognition of studies and award of qualifications

The JNU-DSMBA consistently applies a set of pre-defined and published procedures covering the entire student lifecycle for the admission, progression, recognition and award of qualifications.

The Council of the Doctoral School continuously assesses the progress of PhD students in their doctoral studies and the performance of the supervisor. At the end of the academic year, the supervisor will provide a written report on the PhD student's annual performance and research progress. Credit is given for the publication activity completed and for the research work required for the thesis. The subject supervisor sends the student's partial report on his/her academic performance in electronic form to the JNU-DSMBA, where the student's reports are evaluated and archived. The Council of the Doctoral School receives electronic feedback on the results of the evaluation and any necessary suggestions for improvement from both the student and the subject leader. Depending on the results of the periodic evaluation, the Council of the Doctoral School will, if necessary, propose a change in the subject leader or the reclassification of the state-funded/state scholarship doctoral student to a fee-based/self-financed programme.

The doctoral student reports on the results of his/her work at an annual public workshop in the spring semester. This is attended by other doctoral students, subject leaders, programme leaders and members of the Council of the Doctoral School. The function of the conference is to assess the progress of the student.

The Council of the Doctoral School places particular emphasis on monitoring the academic performance of PhD students in order to initiate the degree procedure. Successful completion of the complex examination is a prerequisite for the initiation of the degree procedure. Students can demonstrate their research performance through their publication activities, which are primarily managed by their supervisors. The publication requirements are summarised in the DS's Organisational and Operational Regulations (OOR). The Council of the Doctoral School and the UDHC also monitor compliance with these requirements at the time of the application for the degree and the appointment of the public debate committee. The application and its annexes must be submitted to the Doctoral School before the award procedure can be launched. On the basis of the application, the Council of the Doctoral School will decide whether to accept the application. As part of the decision, students will receive the relevant documents describing the qualifications they have obtained, including the learning outcomes achieved and the context, level, content and status of the studies pursued and successfully completed.

1.5. Educators

The JNU-DSMBA places particular emphasis on ensuring that lecturers and subject leaders are competent. The competences of JNU-DSMBA trainers and subject leaders are checked and reviewed annually by the Council of the Doctoral School. The JNU-DSMBA shall be staffed by lecturers and researchers with at least the title of Associate Professor or equivalent academic qualifications, who are considered by the Council of the Doctoral School to be suitable for teaching, research and subject leadership in the JNU-DSMBA for the period in question.

A JNU-DSMBA lecturer may also be a full-time employee or external lecturer of a research institution, university, company or other institution in Hungary or abroad that has signed a written cooperation agreement with the JNU-DSMBA for the implementation of the objectives of the doctoral programme. The lecturers of the Doctoral School are listed in the National Doctoral Council database of the school, but if a lecturer or subject leader is involved in more than one doctoral school, he/she must declare on the National Doctoral Council form the percentage of his/her membership in each doctoral school.

In order to monitor the quality of the teaching activities and the work of the subject leaders at the JNU-DSMBA, every academic year a paper-based questionnaire survey is carried out to collect student opinions on the work of the teachers and subject leaders, in order to improve the quality of teaching at the JNU-DSMBA and the efficiency of the training (Annexes 3 and 4). The evaluation of the work of the teachers contributes to the identification of errors and the elimination of shortcomings. The right to evaluate and comment on the work of the tutors is reserved to the doctoral student in training who is a student of the JNU-DSMBA, and the right to comment is reserved to the tutor in charge of the subject at the JNU-DSMBA. The evaluation of doctoral students in training who are students of the JNU-DSMBA gives an objective picture of the quality and standard of the teaching at the JNU-DSMBA. The anonymity of the reviewer is guaranteed in the review process. The reviewer will not be penalised in any way for his/her teaching qualification, guaranteed by the head of the JNU-DSMBA. The student review of the teaching work is covered:

- a) the level and quality of education;
- b) the curriculum taught;
- c) the scientific methods of teaching;
- d) the material and technical conditions of teaching;
- e) the relationship between teachers and students;
- f) other aspects determining the quality of teaching.

The questionnaires are processed by the student representative of the JNU-DSMBA under the coordination of the JNU-DSMBA Secretary, who forwards the results to the JNU-DSMBA Head. The Head of the JNU-DSMBA will feed back the results of the evaluation to the lecturers and initiate action as necessary. All subject supervisors who have been assessed have the right to consult the aggregated results of the assessment for their subject with the Head of the JNU-DSMBA.

The Doctoral School of Management and Business Administration at John von Neumann University takes into account the following principles:

- a) The principle of professional control and quality orientation: the control of international and national scientific public opinion should be enforced throughout the whole process of doctoral training and degree acquisition.
- b) The principle of benchmarking: quality management should continuously monitor the doctoral training and the academic performance of doctoral students in leading foreign and domestic workshops of similar profile.
- c) The principle of publicity: the main stages of the quality assurance system are widely publicised to the professional and scientific community, i.e. the doctoral training
The public should be given access to the whole process of doctoral training and degree acquisition (opposing opinions are posted on the JNU-DSMBA website prior to the public debate). All events in the process of obtaining the degree are published on the JNU-DSMBA website (dates of the complex examination, the workplace debate and the public debate). The theses and dissertation booklets submitted for public debate and the opponent's opinions are also available on the JNU-DSMBA website. The dates of the public debates will be announced on the National Doctoral Council website and the theses and dissertations of the graduates will be uploaded.
- d) The principle of taking into account scientific ethical requirements: the quality management system should be designed and operated in accordance with the Committee of the Scientific Committee of the Academy of Sciences.
- e) The feedback principle: the stakeholders of the JNU-DSMBA, i.e. the lecturers, supervisors and members of the various bodies of the doctoral school, receive continuous feedback on the quality of their activities and have the opportunity to give feedback on their experiences.
- f) The principle of quality orientation: the development and operation of the quality management system should achieve a continuous increase in the level of expectation of teachers and students towards their environment and themselves, and the fact that humility

towards science becomes an integral part of their values, creativity and initiative become a basis of their thinking.

g) The principle of protection of intellectual property: doctoral training is fully in line with the legislation of the European Union and Hungary on the protection of intellectual property.

h) Principle of individual responsibility: doctoral training is clearly transparent as to who is responsible for what and who is accountable for what.

i) Principle of documentation of processes: all decision points related to doctoral training and degree-awarding are documented, while the Doctoral School aims to minimise the administrative burden on the trainers and researchers involved in the training and degree-awarding processes by operating a quality management system.

j) The principle of efficiency: doctoral training should also strive for cost-effectiveness, which implies continuous monitoring of costs and analysis of the cost/benefit ratio and its improvement where necessary.

(k) The principle of practical applicability: in all cases, consideration should be given to whether the choice of topics for doctoral theses and the results of related research help to answer socio-economic questions.

Any questions of scientific ethics that may arise should be dealt with in accordance with the rules of procedure of the Ethics Committee of the John von Neumann University.

1.6. Learning support and student services

The JNU-DSMBA has adequate funding sources for learning and teaching activities and provides adequate and easily accessible learning support conditions and student services for its students.

The JNU-DSMBA continuously strives to offer a variety of state-of-the-art support for learning in order to ensure that the student's learning experience is a successful one. These are partly infrastructural services ranging from the library to study facilities and IT systems, and partly human services ranging from tutors, advisors and study administration to other support professionals. The skills of support and administrative staff are essential for the delivery of services, and the JNU_DSMBBA pays particular attention to employing staff with appropriate qualifications and language skills.

The JNU-DSMBA promotes international student mobility and offers various scholarships, conference participation and publication opportunities for its students, which are communicated through the various internal communication channels used by the institution (email, intranet, website, bulletin board, etc.).

Every November, the JNU-DSMBA organises an International Scientific Conference in Hungarian and English on the occasion of the Science Day. Students are encouraged to give presentations on their scientific achievements in their research topic at the conference. The most outstanding presentations are published in a national or international scientific journal.

The handling of student applications and complaints is also provided for students, in accordance with the University's Doctoral Regulations and the Student Requirements System (HRS). Any questions of academic ethics should be dealt with in accordance with the rules of procedure of the Ethics Committee of the John von Neumann University. The JNU-DSMBA provides support activities and its facilities to its students under the conditions and conditions provided by the University's infrastructure.

1.7. Information management

JNU-DSMBA regularly collects, analyses and evaluates relevant information to guide its training programmes and other activities. The specific targets related to each ESG criterion are summarised in Annex 5, Quality Targets, which also serve as a source of information on indicators that can be used to assess the performance of the JNU-DSMBA.

Reliable data are needed for evidence-based decision making and to monitor the effectiveness of individual processes and make the necessary interventions. Effective processes for collecting and analysing information on programmes and other activities are part of the internal quality assurance system and are the sources of information for:

- basic performance indicators;
- the composition of students;
- student progress, achievement and drop-out rates;
- student satisfaction with training programmes and teachers;
- the availability of learning support and student counselling;
- career paths/career trajectories of graduating PhD students;
- tutor satisfaction;
- satisfaction of non-teaching staff;
- external partner reviews, satisfaction.

The JNU-DSMBA uses different methods to collect and process the data as described in the previous chapters. Data collection will involve students, teachers and non-teaching staff. The management, analysis and feedback of the available data to the appropriate points in the operational processes is the responsibility and competence of the Doctoral School manager, supported by the Quality Assurance Indicator System (Annex 6).

1.8. Public information

The availability of information on the activities of the JNU-DSMBA is important for prospective, current and graduating students, stakeholders and the general public. To this end, the DI provides information on its activities, training programmes, admission requirements, expected learning outcomes, qualifications, teaching, learning and assessment procedures, success rates. The JNU-DSMBA ensures the publication of clear, accurate, objective, up-to-date and easily accessible information and JNU-DSMBA documents, mainly through its website. In addition, the National Doctoral Council also publishes the information it requires on its public platform, doktori.hu.

In summary, the quality management system of the Doctoral School of Management and Business Administration at the John von Neumann University of Economics and Management is aligned with the quality management system of the John von Neumann University, supports the development of a quality culture and takes into account the needs and expectations of students, other stakeholders and society.

Kecskemét, 22 September 2022.

ANNEXES:

Annex 1: Flowchart of the JNU-DSMBA training and quality assurance activities

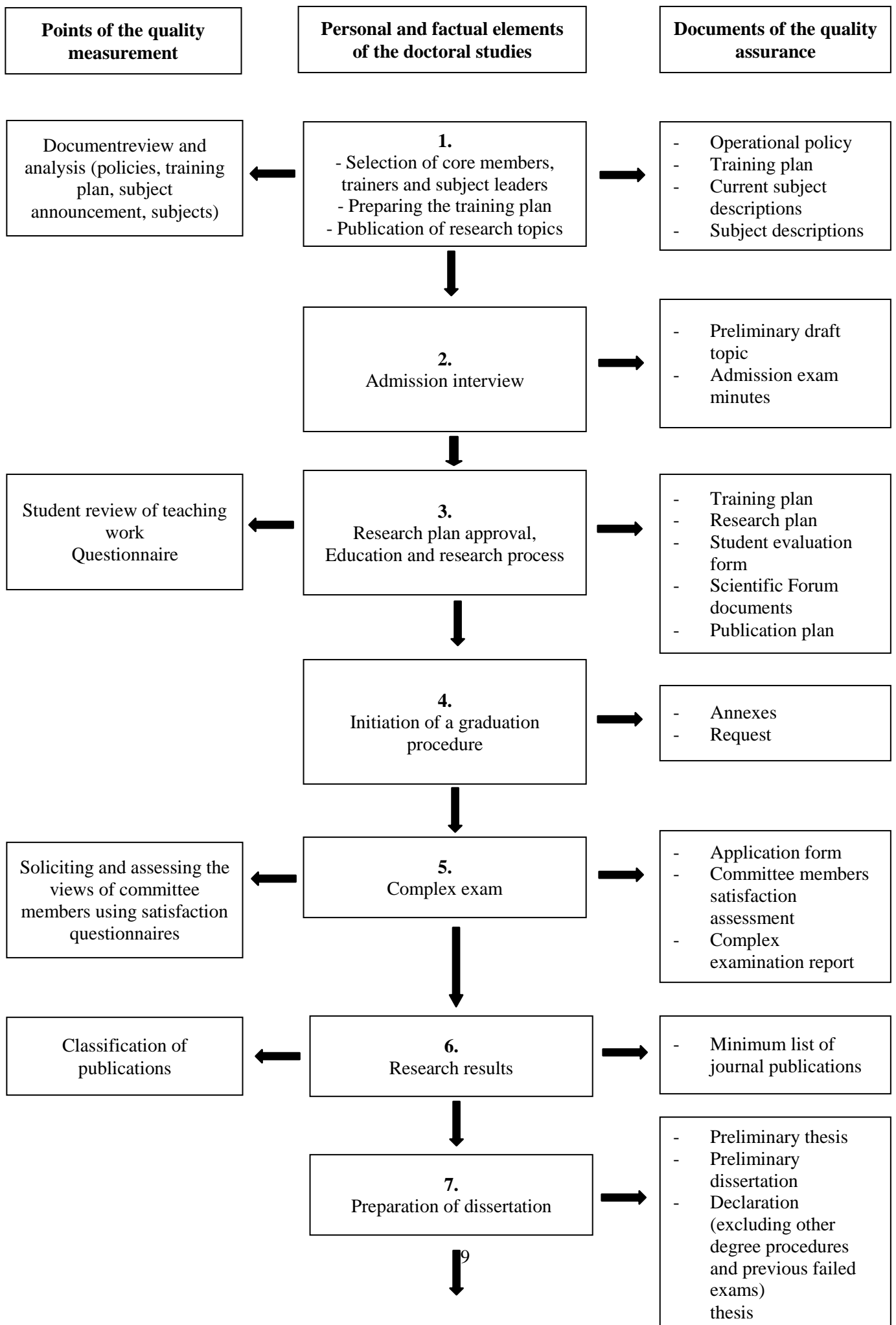
Annex 2: Quality Assurance Guidelines

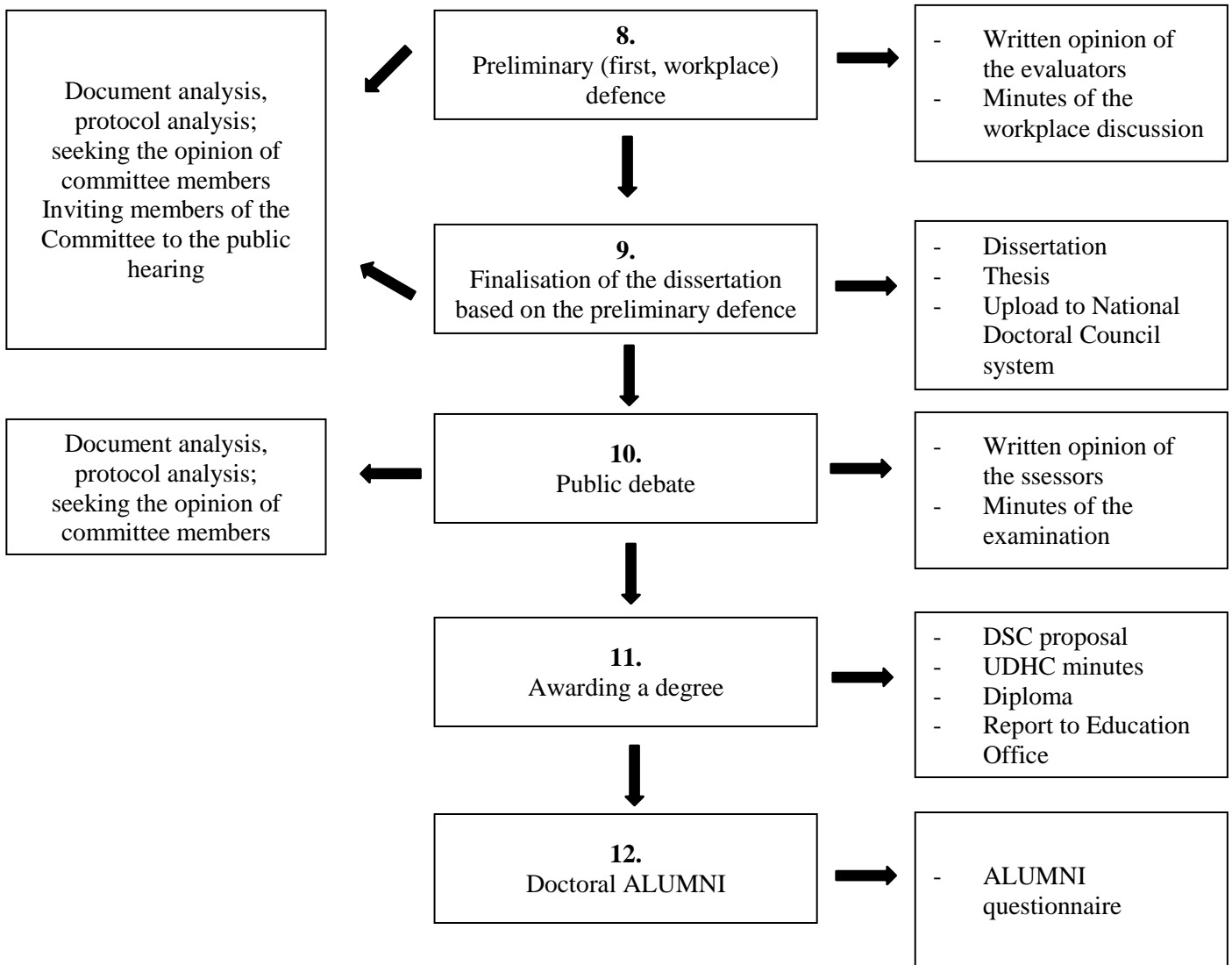
Annex 3: Student review of teaching work

Annex 4: Student review of thesis supervisor work

Annex 5: Quality objectives

Annex 6: Quality assurance indicator system





John von Neumann University
Doctoral School of Management and Business Administration
Quality Assurance Guidelines

The quality assurance system of the Doctoral School of Management and Business Administration Sciences of the John von Neumann University is based on the provisions of Act CCIV of 2011 on National Higher Education and Government Decree 387/2012 (XII. 19.) on doctoral schools, the order of doctoral procedures and habilitation, and is integrated into the quality assurance system of the institution. It meets the requirements of the Hungarian Accreditation Committee for Higher Education's accreditation procedures for doctoral schools, its operational processes are based on the steps of the PDCA quality assurance model and are regulated according to the European Standards and Guidelines for Quality Assurance in Higher Education (ESG 2015) developed by the European Association for Quality Assurance in Higher Education (ENQA).

The Doctoral School of Management and Business Administration at John von Neumann University considers the following goals to be its priority:

- to ensure that students can actively participate in the research activities of the institution and conduct high quality independent scientific (PhD) research by establishing a close link between education and research;
- new research results are disseminated to the widest possible national and international audience in the form of scientific publications;
- staff involved in doctoral training should continue their teaching, research and subject management activities to a high scientific standard, with a student-centred approach and using modern teaching and research methods;
- the management of the Doctoral School, with the support of the EDHT, provides all the conditions necessary for the maintenance and continuous development of the quality management system;
- regular and active participation in quality development activities is ensured for all students, lecturers and external/internal collaborators of the Doctoral School;
- the infrastructural conditions for teaching and research are continuously upgraded;
- all stakeholders are made aware of the Quality Policy;
- support academic integrity and freedom; take strong action against abuse and fraud, plagiarism; ensuring protection against all forms of intolerance and discrimination affecting teaching staff, non-teaching staff and students.

The achievement of the objectives of the Quality Assurance Guidelines is assessed annually by the JNU-DSMBA management in the framework of a self-evaluation activity, and on this basis the objectives for the period ahead are set.

The Doctoral School of Management and Business Administration of the John von Neumann University is committed to providing a name guarantee for its national and international students participating in its doctoral programmes.

Kecskemét, 22 September 2022

STUDENT REVIEW OF TEACHING WORK

We advise the honoured reviewer that the questionnaire is handled anonymously, which only constitutes part of the quality assurance policy of the Doctoral School

Name of the reviewed lecturer:

Subject:

What percentage of lessons were you present?

0-20% 21-40% 41-60% 61-80% 81-100%

What percentage of the lessons were held?

0-20% 21-40% 41-60% 61-80% 81-100%

What percentage of the lessons were held by the lecturer responsible for the subject?

0-20% 21-40% 41-60% 61-80% 81-100%

Please rate the following questions or characteristic aspects on a scale of 1 to 5 (1 if not at all) characteristic and 5 if very characteristic of the teacher or the subject taught. Please indicate with 0 if you cannot decide, if you have no opinion or if the question is not relevant.)

Question / Aspect	1	2	3	4	5	0
1. The instructor's preparation, professional credibility and up-to-dateness:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How would you rate the teacher's explanatory skills, logical were the lessons interesting and interesting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How helpful is the instructor: what is his/her attitude towards student requests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. To what extent did the subject of the PhD course provide a higher level of knowledge than the subject of the same or similar title or content that you had previously studied?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. In teaching the subject, to what extent did the teacher outline the research characteristics of the discipline?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. To what extent did the teacher provide the subject the necessary teaching material (handouts, notes, etc.) ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Requirements to be met: if there was a written exam, how well were the questions asked consistent with the material given or marked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Meet the requirements: in the oral examination, to what extent were the questions asked in line with the material given or indicated? (Was the instructor interested in what the student knew or rather what the student did not know?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. General atmosphere of the oral test: human, emotional factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How useful are the lessons in the work of the researcher/teacher's lessons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How consistent was the examination requirement the definition of the test, the assessment and the marks awarded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. What is the overall impression of the reviewed subject?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. What is your overall impression of the instructor reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date.....

STUDENT COMMENTS ON THE WORK OF THE SUBJECT LEADER

Please note that the questionnaire will be handled anonymously and is part of the quality assurance system of the Doctoral School of Management and Business Administration at the John von Neumann University

Name of the tutor of the subject supervisor:

1. The subject leader for whom the questionnaire is completed

- sole subject leader
- sole subject leader co-subject leader

2. At what stage of your doctoral thesis?

- You have passed a complex examination
- You have not passed the complex examination

3. You have chosen your supervisor because (multiple answers are possible)

- a nationally/internationally recognised expert in the chosen research topic
- a recognised expert in the chosen research topic within the institution
- held in high human esteem
- nominated by the doctoral school
- other:...

4. Characteristics of the choice of topic and supervisor:

- I was looking for a supervisor for my planned topic
- I was looking for a topic for the selected topic leader
- the topic and topic leader were chosen together

5. Prior to enrolment in doctoral studies, we characterised your relationship with your supervisor?

- I had previously had a thesis and/or dissertation supervisor, so we planned the continuation together
- I chose a supervisor for my topic through the ODT platform
- I came into contact with my supervisor through a recommendation
- the doctoral school recommended the supervisor for my topic
- other:

6. How often do you consult your supervisor?

- once a week
- at least once a month
- at least once per quarter
- at least once per semester
- less often than once a semester
- occasionally

7. What characterises your personal relationship with your supervisor?

- formal, official
- direct, helpful, friendly
- authoritative, but helpful
- very unpleasant to work with
- other:

8. How effective do you feel your supervisor is How effective is the contribution of your supervisor to your own career?

- very helpful, supportive and motivating
- supports me, but does not follow my work closely and holds me accountable supports me, follows my work very closely and holds me accountable supports me less
- does not support me

9. Student evaluation of his/her supervisor

- realistic, based on my actual performance
- exaggerated, evaluates me higher than the work I put in
- underestimates me, thinks less of me than the work I put in
- does not usually evaluate me

10. Feedback from the subject leader

- helps my further development, because it gives me concrete support for my work areas for improvement
- I only get a general assessment without specifying areas for improvement
- I do not receive feedback

What do you consider most positive about your supervisor's work:

What do you consider to be the most negative aspects of your topic leader's work:

Thank you for your answers!

Date.....

QUALITY GOALS²

Doctoral School of Management and Business Administration at John von Neumann University

Annex 5.

ESG 2015 PART 1: The internal quality assurance directives and standards of the institution	Quality objectives		
	Posted on	Responsible person	Deadline
1.1. Quality assurance policy Institutions should have a public quality assurance plan that is part of their strategic management. It should be developed and implemented by internal stakeholders [i.e. students, teachers and non-teaching staff], through appropriate structures and processes, with the involvement of external stakeholders [users, employers, partners].	Review of the JNU-DSMBA Quality Assurance Guidelines.	JNU-DSBMA Head	per year June 30.
1.2. Design and approval of training programmes Institutions should have processes in place for the development and approval of their training programmes. Training programmes should be designed to achieve their stated objectives, including the expected learning outcomes. The qualification to be obtained through the programme should be clearly defined and communicated, with reference to the appropriate level of the national qualifications framework and, through this, to the qualifications framework of the European Higher Education Area.	<ul style="list-style-type: none"> - Analytical, evaluative review of the training plan. - Checking the content and availability of subject fiches. - Checking of subject descriptions on online platforms (JNU-DSMBA website, ODT website). - Checking the compliance of the Code of Conduct, updating of the Rules of Procedure. 	JNU-DSMBA Head JNU-DSMBA Secretary	30 June each year

² According to European Standards and Guidelines 2015 (ESG 2015)

ESG 2015 PART 1: The internal quality assurance directives and standards of the institution	Quality objectives		
	Posted on	Responsible person	Deadline
<p>1.3. Student-centred learning, teaching and assessment Institutions should ensure that their training programmes are delivered in a way that encourages students to play an active role in the learning process. Student assessment should reflect this approach.</p>	<ul style="list-style-type: none"> - Develop a student-centred timetable. - Student learning outcomes, assessment per subject, per semester. - Student reclassifications of learning outcomes student grades based on student outcomes (self-financed/ public), - Review and evaluation of types of applications and their fulfilment. - Prevention of drop - outs, causes of drop-outs investigation of causes. 	<p>JNU-DSMBA Head JNU-DSMBA Secretary</p>	<p>30 June each year.</p>
<p>1.4. Admission, progression, recognition of studies and award of qualifications Institutions shall consistently apply their pre-defined and published policies covering the whole student lifecycle, for example on admission, progression, recognition and award of qualifications.</p>	<ul style="list-style-type: none"> - Evaluation of admission results. - Progress reports on the progress of doctoral students of the progress of doctoral students. - Evaluation of the scientific performance of doctoral candidates. - Assessment of the extent and types of credit recognition types of credits. - Student complex examination performance assessment of student's performance. - Evaluation of workshop performance. - Workplace discussion performance assessment. - Public debate performance assessment. - Evaluation of final performance indicators. 	<p>JNU-DSMBA Head JNU-DSMBA Secretary</p>	<p>30 June each year.</p>

ESG 2015 PART 1: The internal quality assurance directives and standards of the institution	Quality objectives		
	Posted on	Responsible person	Deadline
<p>1.5. Educators Institutions should ensure that their trainers are competent. Apply fair and transparent procedures for the recruitment and training of their trainers.</p>	<ul style="list-style-type: none"> - JNU-DSMBA leadership criteria every five years review every five years. - Annual review of staff criteria. - Subject leader adequacy, effectiveness assessment. Heda - Assessment of academic performance of JNU-DSMBA faculty members evaluation of academic performance of JNU-DSMBA - Teaching and supervision of students evaluation of the results of the survey, feedback to tutors, subject leaders. - Measurement of satisfaction of JNU-DSMBA lecturers and evaluation. 	<p>JNU-DSMBA Head</p> <p>JNU-DSMBA Secretary</p>	<p>The JNU-DSMBA management evaluation. Every 5 years, other tasks annually for all other tasks</p> <p>30 June 201</p>
<p>1.6. Learning support and student services Institutions should have adequate sources of funding for learning and teaching activities and provide adequate and easily accessible learning support facilities and student services.</p>	<ul style="list-style-type: none"> - Participation in scientific conferences and evaluation of their effectiveness. - Evaluation of student mobility activities. - Evaluation of OMHV performance. - Assessment of the student's work in doctoral studies evaluation of the results of the student evaluation (OMHV). - External partners, satisfaction measurement and evaluation (questionnaire surveys of external committee members). - Evaluation of types and handling of student complaints. - Evaluation of student satisfaction survey results. 	<p>JNU-DSMBA Head</p> <p>JNU-DSMBA Secretary</p>	<p>30 June each year</p>

ESG 2015 PART 1: The internal quality assurance directives and standards of the institution	Quality objectives		
	Posted on	Responsible person	Deadline
1.7. Information management Institutions should collect, analyse and use relevant information to manage their training programmes and other activities.	Documented management and recording of activities and their results as defined in ESG 1.2-1.9.	JNU-DSMBA Head JNU-DSMBA Secretary	30 June each year.
1.8. Public information Institutions should publish clear, accurate, objective, up-to-date and easily accessible information about their activities, including their training programmes.	The doctoral school website and the ODT interface and to check the content of the data.	JNU-DSMBA Head JNU-DSMBA Secretary	30 June each year.
1.9. Continuous monitoring and regular evaluation of training programmes Institutions should continuously monitor and periodically review their training programmes to ensure that they achieve their objectives and meet the needs of students and society. These evaluations should lead to continuous improvement of the programmes. Any measures planned or taken as a result should be communicated to all stakeholders.	<ul style="list-style-type: none"> - Analytical, evaluative review of the training plan. - Review of the content and and availability. - Checking subject descriptions on online platforms (NJE-GSZDI website, ODT website). - Operational Rules - Checking the adequacy and currency of the Rules of Procedure. 	JNU-DSMBA Head JNU-DSMBA Secretary	30 June each year.
1.10. Regular external quality assurance Institutions should be subject to external quality assurance at regular intervals in accordance with the ESG.	To initiate the accreditation procedure with the Hungarian Accreditation Commission (HAC) at regular intervals, as provided for in the Hungarian Accreditation Commission accreditation decision.	JNU-DSMBA Head JNU-DSMBA Secretary	Under the HAC Rules.

Quality assurance indicator system

Each indicator follows the process of doctoral training and is linked to the activities and stages of students, teachers and the Doctoral School

The doctoral programme process	The performance	Measurable indicators
I. Training phase	The compulsory subjects on time	- Objectives successfully completed on time percentage - Instructor(s) assessment of students
	The free choice Completion of optional subjects	- Percentage of subjects passed on time - Instructor(s) assessment of the students taking the subject
	Teacher performance	- See the student feedback questionnaire on
II. Scientific activities	The theme leaders evaluation	- The work of the PhD student(s) evaluation
	Publication performance	- The publication requirement over time completion - Over-completion, completion, non-completion
	The research progress	- The PhD students' annual evaluation of annual reports - The evaluation of subject supervisors - The participants in the annual presentation evaluation
III. Complex exam	Complex exam	- Qualification of the complex exam, the committee assessment
IV. The essay	The process of writing the essay	- The evaluation of the topic leaders for the PhD about the student - Assessment of the PhD student by the on the cooperation with the supervisor
V. Evaluation of the essay	Final evaluation of the thesis	- Commission assessment of the public debate - Percentage of qualified participants in the debate
VI. The JNU-DSMBA work	The JNU-DSMBA performance	- Student evaluation - Self-evaluation completed - Student drop-out rate - Evaluation of teachers annually done - Timeliness of required notifications sent to - Information documents, - Access to information notices and regulations, updating as necessary